

	8 Surveys received							
	March, 2006	Poor					Excellent	
		1	2	3	4	5	6	N/A
1	Prompt Service	1				3	4	
2	Willingness to help you		1			2	5	
3	Accuracy	1				2	5	
4	Knowledge	1			1	1	5	
5	Courtesy			1	1	1	5	
6	Individualized attention		1			3	4	
	Front Counter							
7	Our telephones were answered promptly		1		2		3	
8	Our office hours are convenient		1		2		3	
	Plan Exam							
9	Phone calls were returned in timely manner		1		1	1	2	1
10	Our forms are understandable			1	2		3	
11	Our correspondence is understandable				2	1	3	
	Inspection							
12	Our Inspectors are accessible	1				1	5	
13	Our inspection hours are convenient		1			1	4	
	TOTALS	4	6	2	11	16	51	1
	Percentage	4%	7%	2%	12%	18%	56%	1%

Department of Building Inspections

Customer Survey Comments

WHAT DID WE DO WELL?

Not one thing. This inspection is five years late for a few minor things. How can the inspection office have let this slip?

The inspector's ability to explain procedures in the field.

Mark Heckenmueller was very courteous, knowledgeable and professional. Mark provided excellent, timely information. I appreciate his positive attitude.

Came on time, very courteous.

Helpful in getting the right info.

I was able to set up a time right away (I'm sure that number nine would have been excellent also). (This survey response is making reference to #9 on the consumer survey which reads, *phone calls were returned in a timely manner*, and they circled N/A.)

Courteous, friendly, understanding.

WHAT CAN WE DO BETTER?

Close down you office ASAP and sub-contract out all work to a professionl. (sic)

Mark Heckenmueller is a role model for other service providers in the organization. I don't think you could improve upon Mark's service.

I was well satisfied.